

EDITED TASK LISTING

CLASS: CORRECTIONAL CASE RECORDS SUPERVISOR

NOTE: Each position within this classification may perform some or all of these tasks.

Task #	Task
1.	Conduct in-service training in order to instruct Case Records staff (i.e., Office Assistants (OA), Office Technicians (OT), Program Technicians (PT), Office Services Supervisor I and II (OSS I/II), Correctional Case Records Analysts (CCRA) on Department policy, rules and regulations, information disclosure statutes, Health and Safety issues, etc. as it applies to case records functions utilizing desk procedures, State and Federal laws, rules and regulations, etc. as needed and/or directed by the Correctional Case Records Manager (CCRM), Case Records Administration and/or local and Headquarters Management.
2.	Train Case Records staff on inmate and parolee record related matters in order to process the case load, assist in interpreting and applying laws and policies to more complex case files, follow written policies and procedures, etc. utilizing effective communication skills, various resource materials (e.g., Departmental Operations Manual (DOM), Title 15, California Penal Code (PC), Instructional and Informational Memos, etc.), as needed and/or directed by the CCRM, Case Records Administration and/or local and headquarters management.
3.	Oversee the work of various Case Records staff by planning, organizing, and prioritizing daily tasks, in order to maintain integrity of the information on the inmate and parolee records, to ensure accurate work and all processes are complete and accurate utilizing personal knowledge, effective communication skills, basic supervision skills, etc. as directed by the CCRM.
4.	Oversee Case Records staff attendance by approving and monitoring sick leave usage, vacation requests, etc.; in order to produce an effective workforce and maintain positive morale utilizing effective communication skills, basic supervision skills, State laws, rules and regulations, Memorandum of Understanding (MOUs), Departmental policies and procedures, on a daily basis.
5.	Research all necessary source documents, DOM, PC, case law, court decisions and administrative policies in completing audits of inmate/parolee case files in order to appropriately respond to inquiries and ensure compliance, utilizing laws, rules and regulations, etc. as needed and/or directed by the CCRM, Case Records Administration and/or local and headquarters management.
6.	Analyze, interpret and apply various written directives in order to complete audits of inmate/parolee case files, by utilizing new/revised/existing policies, all necessary source documents, case laws, court decisions and administrative policies and procedures, and resource material (e.g., PC, DOM, Title 15, etc.), on a daily basis.

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7.	Identify the proper credit earning status pursuant to sentencing law in order to accurately determine release date, discharge review dates, and controlling discharge dates of inmates/parolees utilizing DOM, PC, case law, as mandated by Departmental policies and procedures, laws, rules and regulations, etc. as directed by the CCRM, Case Records Administration and/or local and headquarters management.
8.	Compute the proper credit earning status pursuant to sentencing law in order to accurately determine release date, discharge review dates, and controlling discharge dates of inmates/parolees utilizing DOM, PC, case law, as mandated by Departmental policies and procedures, laws, rules and regulations, etc. as directed by the CCRM, Case Records Administration and/or local and headquarters management.
9.	Review new/revised/existing policies and procedures, resource material (e.g., PC, DOM, Title 15, etc.), in order to effectively train and direct staff in the performance of their duties, develop and write internal office procedures, as mandated and/or directed by the CCRM, Case Records Administration and/or local and headquarters management.
10.	Direct Case Records staff in the processes required for all hearings under the jurisdiction of the Narcotic Addict Evaluation Authority (NAEA) and Board of Parole Hearings (BPH) by reviewing necessary documents (e.g., revocation packets, revocation extension packets, lifer packets, etc.) for completeness and for compliance of time frames utilizing Revocation Scheduling Tracking System (RSTS), Lifer Scheduling and Tracking System (LSTS), Offender Base Information System (OBIS), etc. as directed by the DOM, BPH, court orders, Title 15, etc.
11.	Monitor the Case Records staff in accordance with the processes required for all hearings under the BPH jurisdiction by reviewing necessary documents (e.g., revocation packets, revocation extension packets, lifer packets, etc.) for completeness and for compliance of time frames utilizing RSTS, LSTS, OBIS, etc. as directed by the DOM, BPH, court orders, Title 15, etc.
12.	Direct work of various Case Records staff in order to maintain the integrity and accuracy of inmate and parolee records, utilizing personal knowledge, effective communication skills, basic supervision skills, as directed by the CCRM, Case Records Administration and/or local and headquarters management.

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13.	Conduct face-to face or telephone interviews with inmates relative to Case Records/release date issues etc., in order to respond in writing on these issues raised in an effort to comply with the appeal process, laws, rules and regulations, utilizing research techniques, automated systems (RSTS, LSTS, OBIS, Automated Release Date Tracking System [ARDTS], Automated Transfer Systems [ATS], Department Data Processing Systems [DDPS], Law Enforcement Agency Distribution Systems [LEADS], California Law Enforcement Telecommunications Systems [CLETS]), central files, effective written and verbal communication skills, as mandated by laws, rules and regulations.
14.	Represent the Department, in formal or informal settings, regarding legal proceedings by acting as a subject matter expert for State Personnel Board (SPB) hearings, workers compensation hearings, meetings and conferences, in order to obtain and report information and/or represent the interest of the Department, to comply with court orders as an expert witness utilizing personnel/investigative records, interpersonal communications skills, professionalism, personal expertise, case records knowledge, as needed.
15.	Review source documents/central files (e.g., rap sheets, Probation Officer Reports, etc.) to identify and correct OBIS data entry discrepancies, utilizing error listing reports supplied by Office of Information Services (OIS), as mandated by the Departmental policies and procedures.
16.	Evaluate the performance of Case Records staff by reviewing completion of assigned duties, recognizing special achievement/awards, deficiencies, upward mobility, Individual Development Plan (IDP), etc., in order to comply with employment policies, and departmental procedures, utilizing effective communication skills, personnel practices and departmental forms, as needed.
17.	Advise Case Records staff on departmental policies and procedures in accordance with guidelines mandated by SPB and DPA (e.g., return to work, fitness for duty, Family Medical Leave Act, Family School Partnership Act, Fair Labor Standards Act, Sexual Harassment Prevention, Equal Employment Opportunity, Employee Assistance Program, etc.), utilizing effective communication skills, knowledge of standard employment policies and departmental procedures, SPB and DPA laws, rules and regulations, as needed.
18.	Facilitate the hiring process by participating in interviews, conducting appropriate reference checks, evaluating and recommending candidates to fill identified vacant position(s) utilizing interpersonal communication skills, various departmental forms (e.g., Std. 647, etc.), in accordance with the Departmental hiring policies and procedures, SPB laws, rules and regulations, as needed.

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19.	Participate in the employee corrective action process (e.g., verbal counseling, Employee Counseling Records, Letter of Instructions, etc.) in order to improve employee performance or address issues of substandard performance by utilizing various resources (e.g., training, MOUs, SPB laws, rules and regulations, Departmental policies and procedures, etc.) as needed.
20.	Prepare written documents (e.g., appeal responses, correspondence, memorandums, grievance responses, etc.) in order to provide various data/information to staff/management, public, other legal agencies, inmate/parolee families, etc. utilizing effective written communication skills, staff expertise, research, written directives, DOM, Administrative Bulletins, etc., as required.
21.	Access automated systems (query, update, enter and retrieve inmate/parolee information), in order to support case records functions by utilizing RSTS, LSTS, OBIS, intranet, ARDTS, ATS, DDPS, LEADS, CLETS, etc. on a daily basis.
22.	Oversee Case Records staff in accurately completing various audits and forms (e.g., notification/registration, high control releases, Holds Wants and Detainers [HWD], etc.) and process in compliance with the PC, within legally mandated timeframes utilizing information retrieved from the legal documents in inmate/parolee central file, OBIS, ARDTS, CDCR 115 (Rules Violation Report), etc. as mandated by Departmental policies and procedures.
23.	Assumes the responsibility of the overall operation of the Case Records Department in the absence of the CCRM in order to accomplish the completion of daily Case Records functions by organizing and directing a variety of staff in resolving critical issues, utilizing appropriate staff, effective communication skills, established policies and procedures, and supervisory skills, as needed.
24.	Participate in various meetings/committees/teams/task forces in order to plan, develop and implement projects, policies and procedures, act as liaison with various departments, and make recommendations utilizing effective communication skills, staff expertise, professional knowledge and experience, court mandates, DOM, etc. as directed by the CCRM and/or Case Records Administration, local and/or headquarters management.
25.	Maintain accurate inmate/parolee records in order to comply with laws, departmental policies and procedures by utilizing automated databases and manual tracking systems, logs and filing systems, on a continuous basis.

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26.	Act as a liaison with Federal, State, County and outside agencies, as well as, attorneys and the public regarding inmate's/parolee's case records issues, in order to provide information (written or verbal) utilizing effective communication skills and case records knowledge on a daily basis.
27.	Determine the need for office coverage, due to special projects, vacancies, vacations, staff illness, etc., in order to process the time sensitive work while maintaining a balanced and effective work force utilizing available case records staff, on a daily basis.
28.	Enforce the integrity of information and security passwords of automated systems used by the Case Records staff pursuant to laws, Departmental policies and procedures, by providing on-going training, etc. on a daily basis.
29.	Understand indeterminate/determinate sentences and parole procedures in order to audit, calculate, provide training, and monitor CCRA's workload to ensure the appropriate and accurate application of credit earning status, analysis of legal documents, etc., utilizing laws, departmental policies and procedures, on a daily basis.
30.	Interpret classification information pertaining to the calculation of the release date for each inmate/parolee, in order to provide training, and monitor CCRA's workload utilizing committee actions (e.g., work credit groups, credit forfeitures/restorations, etc.) laws, and departmental policies and procedures, on a daily basis.
31.	Analyze, interpret and apply various written directives in order to appropriately respond to inquiries, ensure compliance, effectively train and direct staff in the performance of their duties, develop and write internal office procedures, utilizing laws, rules and regulations, as mandated and directed by the CCRM, Case Records Administration, local and/or headquarters management.
32.	Participate in the employee disciplinary/adverse action process (e.g., Letter of Reprimand, reduction in pay, suspension, demotion, dismissal, etc.) in order to improve employee performance and address issues of substandard performance by utilizing various resources (e.g., MOUs, SPB laws, rules and regulations, Departmental policies and procedures, etc.) as needed.